**Annex 1:**

**Impact: Improved labour market governance mechanisms and stakeholder’ capacity for providing integrated employment and social protection services to foster inclusive and sustainable labour markets in the Western Balkan countries/ territory.**

**Indicator 1**. % increase of service provision by CSW, PES and labour mediation instances in targeted countries (average), sex-disaggregated. Specifying PwD, long term unemployed, low skilled and ethnic minorities

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| --- | --- |
| **Baseline (2015)** | **Target (December 2017)** |
| Service provision for excluded groups is incipient.  | 20% increase in the service provision by partners towards excluded groups. At least 2 countries with 30% increase |

**Outcome:** **PES, CSW and other key stakeholders are more open to, and have the capacity and tools required to, adopt innovative solutions and sustainable ways of reaching out to those most distanced from the labour market, while promoting environmentally sustainable local employment solutions.**

**Indicator 1:** # of protocols for inter-institutional cooperation established between local and national level PES, CSW, labour inclusion NGOs, EO and WO

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| --- | --- | --- | --- |
|  | **Baseline (2015)** | **Target (April 2017)** | **Target (December 2017)** |
| Baseline/Target (planned) | Modes and level of collaboration between PES, CSWs and CSOs variesIn Serbia in 2015, 94 Protocols of cooperation between PES and CSWs have been signed in 26 out of 36 PES branch offices, but the collaboration happens on incidental basis. In 2011 Beneficiaries Survey showed that the incidence of referrals of welfare recipients from social transfers to employment services and vice versa is very low – 3 percent and 0.5 percent, respectively.The situation remains similar.In FYR Macedonia, although the Ministry of Labour and Social Policy is the highest supervisory and coordinating body over ESA and CSW operations, no protocol and guidelines for cooperation between the two institutions exists, yet.In Kosovo, the integrated support of employment and social services are hardly offered to any of these groups. There are examples of collaboration with CSO sector in a form of outsourcing for provision of social services, in particular targeting women victims of gender based violence.In Albania, the legal basis for fostering collaboration between social services and PES is still missing. Public institutions for delivery of social services are seriously undeveloped or lacking. In some municipalities there are some positive examples of involving non-state actors in organising and delivering integrated services for hard-to-employ groups, persons with disabilities and Roma.  In Montenegro, cooperation between PES and CSWs is defined with the Law on Social and Child Protection (2013). Nonetheless, inter-institutional collaboration for activation of unemployed persons who are at the same time social beneficiaries is irregular and occasional and limited to information exchange.  | Carry out in-depth analysis of systems and protocols for referral and integrated provision of services between CSWs, PES and CSOs  | 5 signed agreements for inter-institutional collaboration |
| Achievement |  | Due to delays in forming experts teams, the analysis of national systems for cooperation between PES and CSW offices is being initiated only in Kosovo. At the beginning of 2017 protocols of cooperation have been signed between PES and the Ministry of Labour, Employment, Veterans and Social Affairs of Serbia on inclusion of victims of domestic violence into the ALMPs.Montenegro is in the process of negotiating a protocol for collaboration between PES and CSWs. Montenegrin Employers Federation is working to establish protocol on collaboration with relevant ministries, to support gender equality in workplace.  |  |
| Comparison  |  | There is growing awareness among the policy makers in the region about the importance of providing integrated support services for hard-to-employ groups. Project is strongly advocating to this approach. Joint conclusions of the economic and financial dialogue between the EU and the WB underscore the need for enhancing activation policies for hard-to-employ people.  |  |

**Indicator 2:** Number of disadvantaged persons in comparison with the total number of unemployed included into activation and employability programmes (during 18 months of project implementation)

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| --- | --- | --- | --- |
|  | **Baseline (2015)** | **Target (April 2017)** | **Target (December 2017)** |
| Baseline/Target (planned) | PES in the region don’t report specifically on access of disadvantaged groups to ALMPs  | 0 | Still not available. To be established upon completion of the participatory assessments, and defining the standards.  |
| Achievement |  | Methodology and guidelines for PIA developed and piloted in collaboration with PES in Serbia. Activity to be replicated in 5 WB countries from September 2017.  |  |
| Comparison  |  | Information on the access of different vulnerable groups (PwD, women, long-term unemployed, Roma) will be available upon completion of the PIA assessment.  |  |

**Indicator 3:** # of new support services tools incorporated by PES and CSW to integrate vulnerable populations into the labour market stemming from the project

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| --- | --- | --- | --- |
|  | Baseline (2015) | Target (April 2017) | Target (December 2017) |
| Baseline/Target (planned) | 0 - This, by no means imply PES and CSWs being idle in introducing innovative service models and tools. Nonetheless, in absence of comprehensive and reliable data, the project will assume the baseline being zero and cumulative measure the progress in meeting the project target i.e. development of 12 innovative solutions for service provision.  | 0 | At least 2 new support services/tools developed per country |
| Achievement |  | No actual solutions have been envisaged during the reporting period. Methodology for scoping the challenges and bottlenecks has been developed. Development of innovative solutions to take place during Quarter IV |  |
| Comparison  |  | 0 |  |

**Output 1:**  **Public employment and social service agencies provide user-centred approaches, with a focus on vulnerable and hard-to-employ groups**

**Indicator 1:** **%** of PES, CSW, labour inclusion NGOs, EO and WO that develop actions after participating in inclusiveness participatory assessment (disaggregated by country, type of organization and sex)

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| --- | --- | --- | --- |
|  | **Baseline 2016** | **Target - April 2017** | **Target - December 2017** |
| Baseline/ Target (planned) | 0 (To date, no organizations have undergone a inclusiveness participatory assessment) NGOs representing vulnerable groups not consulted about PES services to groups they represent Social partners not involved in activities related to inclusion of disadvantaged groups to labor market in WB Vulnerable groups targeted as most at risk, according to PIA methodology, are: PWDs, unskilled youth, Roma, women (re)entering labor market after unpaid family care/duties, other categories defined as vulnerable according to the national strategies of 6 WB economies  | 40% of the PES, CSW, labour inclusion NGOs, EO and WOs that undergo participatory inclusiveness assessment develop an action plan | 80% of the PES, CSW, labour inclusion NGOs, EO and WOs that undergo a inclusiveness participatory assessment develop actions6 Participatory Inclusiveness Assessment reports produced, followed with action plans for improvement of inclusiveness services Active involvement of representatives of up 20 NGOs representing disadvantaged group ensured  |
| Achievement |  | Methodology and guidelines for PIA developed in collaboration with PES in Serbia, foreseeing active role of NGOs representing disadvantaged groups in consultation process and expected to be piloted by the end of 2017, foreseeing active engagement of PES and NGOs. Piloting of methodology started in Serbia. Activity to be replicated in 5 WB countries from September 2017. Technical report on peer learning exchange on improvement of inclusiveness of PES services produced and recommendations developed. Concept of peer exchange established and to be presented to PES management  |  |
| Comparison  |  | Development of PIA methodology took more time than expected, due to a workload and number of activities requiring PES capacities on this and other related projects (ESAP)  |  |

**Indicator 2:** % of job counsellors and social workers that report having improved skills for providing services to job seekers from disadvantaged groups, specifically for PwD, after receiving relevant training (disaggregated by locality, country, type of organization and sex)

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| --- | --- | --- | --- |
|  | **Baseline 2016** | **Target - April 2017** | **Target - December 2017** |
| Baseline/ Target (planned) | Limited capacities of counsellors and social workers to provide assistance to disadvantaged groups and specifically for PwD training FYR Macedonia: EC and CSW share a single evidence system of clients, but mainly used for assessing the eligibility to financial assistance and responsibilities of FA beneficiaries to participate in public works programmes  | 40% of the counsellors and social that received training for providing services to job seekers from disadvantaged groups, specifically for PwD, report improved skills (disaggregated by locality, country, type of organization and sex)  | 70% of the counsellors and social that received training for providing services to job seekers from disadvantaged groups, specifically for PwD, report improved skills (disaggregated by locality, country, type of organization and sex)  |
| Achievement |  | The activity is in the inception/research phase. |  |
| Comparison |  | Difficulty in identification of suitable international expertise has caused delays in this activity.Development of training materials shall be delayed to July and August, hence training of trainers workshops and training of jobs and social counsellors will be organized in Quarter IV. This will leave almost no time for monitoring the impact of proposed new protocols and service models as well as delivered training. The project shall discuss and propose to local experts and partners possible arrangements for monitoring.  |  |

**Indicator 3:** # of PES and CSW that review their rules, procedures, workflow, case management load and/or information and knowledge management system

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| --- | --- | --- | --- |
|  | **Baseline 2016** | **Target - April 2017** | **Target - December 2017** |
| Baseline/ Target (planned) | 0 | 1 | 3 |
| Achievement |  | Based on the analysis of the ongoing parallel activities such as the joint ILO/RCC project on establishing Employment and Social Affairs Platform, which envisaged benchmarking analysis of procedures and workflow processes of PES, the project has defined the scope and methodology of the analysis, which will build on and complement the findings under ESAP Project |  |
| Comparison  |  | The team of national experts is being contracted. Due to weak reference of applicants in providing advisory/expert services in case management, two public calls for international experts had to be cancelled. Third call, which envisage also a possibility for engaging think thanks and professional institutes is under preparation. The analysis will cover all 6 instead of initially envisaged 3 countries |  |

**Indicator 4:** # of youth employment acceleration measures identified by participating countries

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| --- | --- | --- | --- |
|  | **Baseline 2016** | **Target - April 2017** | **Target - December 2017** |
| Baseline/ Target (planned) | 2 potential youth employment guarantees have been reviewed up to date by participating countries  | At least 1 new youth employment guarantees are reviewed by participating countries | At least 3 new youth employment acceleration measures are reviewed by participating countries Identified number of unemployed youth in 6 WB countries (registered job seekers vs. inactive unemployed youth) 6 PES and MoLs aware of funds required for youth activation services. At least 10 social partner organizations in the WB involved in activities related to youth (un)employment issues (60 persons from WB region – 50% of women)  |
| Achievement |  | Preparation for organization of workshops regarding Youth Employment guarantee in EU started; Representatives of PES, MoLs, EOs and WO invited to participate and contribute; Template for calculation of funds needed to enable full youth activation services drafted Training on Youth Employment in 6 WB countries planned for May 2017 (total of 120 participants expected), followed with recommendation for acceleration measures in all 6 countries. |  |
| Comparison (e.g. in %) |  | Preparatory activities on track, implementation in accordance with proposed work plan  |  |

**Indicator 5:** % of job counsellors and social workers that report having improved skills for providing services to migrants and asylum seekers;

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| --- | --- | --- | --- |
|  | **Baseline 2016** | **Target - April 2017** | **Target - December 2017** |
|  | 0 - Job counsellors have no handy information about access to the labour market in WB countries available to asylum seekers and refugees No information about access to the labour market in WB countries available to asylum seekers and refugees | 20% of training participants report they have acquired knowledge and skills to provide services to migrants and asylum seekers  | 6 PES and MoLs aware of legislation and procedures enabling access to labour market for asylum seekers and refugees. 70% of training participants report they have acquired knowledge and skills to provide services to migrants and asylum seekers  |
| Achievement |  | Training on migrant and asylum seekers access to labor market in 6 WB countries planned for second half of 2017 |  |
| Comparison  |  | Preparatory activities on track, implementation in accordance with proposed work plan |  |

**Output 2:** **Innovative programmes to tackle employment of vulnerable groups and foster inclusive labour markets**

**Indicator 1:** # of employers organizations pilot business to business networks to address inclusiveness of employers' hiring and occupational processes

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| --- | --- | --- | --- |
|  | **Baseline 2015** | **Target - April 2017** | **Target - December 2017** |
| Baseline/ Target (planned) | 0 (To date, no employers organizations have implemented programs to address inclusiveness of employers' hiring and occupational processes)No business to business networks addressing inclusiveness established and operational  | 20% of trained employers organizations say to have increased skills to address inclusiveness of employers' hiring and occupational processes | 2 employers organizations have piloted programs to address inclusiveness of employers' hiring and occupational processes  |
| Achievement |  | 2 implementation agreements with 2 EOs, establishment of business to business network under developmentEOs from Serbia and Montenegro expressed interest to establish B2B networks with specific topics – employment of PWDs and promoting position of women in business. 2 project proposals developed and approved, Implementation Agreements signed, projects (B2B networks) establishedSurvey on Women in Management and Employment of Persons with Disability initiated. |  |
| Comparison (e.g. in %) |  | Activity fully under implementation |  |

**Indicator 2:**  Number of countries that have introduced Individual case management in by-laws regulating work procedures in CSW’s and PES

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| --- | --- | --- | --- |
|  | **Baseline 2016** | **Target - April 2017** | **Target - December 2017** |
| Baseline/ Target (planned) | None of the countries/territory implements an individual case management approach Kosovo: Social welfare system recognized 3 categories of vulnerable groups (SA beneficiaries around 26,500 families, victims of domestic violence around 870 and victims of trafficking around 50). So far standard operating procedures for individual case management have been developed for women victims of violence and for victims of trafficking, and are mainly project driven initiatives, Still, a full scale system of case management is not being introduced.Serbia: In 2016, the total number of referrals from CSWs to PES was 1,871 and for 1,336 individual employment plans have been developed. With adoption of the Regulation for Financial Social Assistance Beneficiaries and signed Protocols for cooperation, communication between PES and CSWs has intensified and joint planning meetings are being. Still, the collaboration is at the level of presentations of available ALMPs by PES to CSWs staff and dissemination of information of ALMP opportunities by CSWs to social welfare beneficiaries In Albania: Public social protection system offers limited coverage of social services, targeted to some categories of people in need: the elderly, disabled people and orphans. There are some positive examples at local/regional: such as the project for integrated social services provision to PWD and to Roma in Elbasan. The model has been replicated to Gjirokastra. Still a full scale individualized approach which will connect employment and social services is lacking.In the FYR Macedonia the Law on social protection offers to social welfare beneficiaries a set of poverty reduction, social inclusion and ALMPs. Participation of SW beneficiaries in some ALMPs such as: employment of persons up to 18 years of age, who had status of a child without parents and parental care; measures for subsidized employment as well as the community works programme does not affect their status of welfare recipients. Despite some attempts for coordination of social protection and employment services, there is no established system for case management.In Montenegro, the Law on Social and Child Protection and the Rulebook about the content and the form of the individual plan of activation and the manner of implementing the measures of social inclusion of working capable beneficiaries of family material support of 2013 describe the form and content for coordination between PES and CSWs. The Rule book prescribes use of Individual Activation Plans. However, the weak cooperation, slow and complicated flow of information between these institutions keeps the communication very informal. To reboot the collaboration between the two institutions, the MLSP is preparing an Agreement between PES and the CSWs for specifying the process of social activation of working-capable beneficiaries of social welfare benefits | 0 | 3 |
| Achievement |  | Detailed screening of the legal, regulatory and institutional framework for introducing individual case management is being prepared. Proposed protocols for collaboration, advocacy and training activities are planned to take place during Quarters III and IV, which eventually shall result in up-grading by-laws and rulebooks, which regulate this area |  |
| Comparison  |  | N.A. (this is a research phase, not new protocols were envisaged during this reporting period |  |

**Indicator 3:** % increase of the number of job-seekers benefiting from ALMP and services due to innovative solutions introduced by the project, disaggregated by country and type of disadvantage

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| --- | --- | --- | --- |
|  | **Baseline 2015** | **Target - April 2017** | **Target - December 2017** |
| Baseline/ Target (planned) | Data to be collected during the inception phasePES and CSWs statistical overviews do not provide baseline data.Project had started collecting information on the ongoing innovative programmes for provision of social services. These will be documented in the respective national stock – taking reports. Nonetheless the information might not be fully exhaustive and hence distort the indicator. Therefore, as a proxy baseline, the project will use the number of participants in ALMPs disaggregated by gender and where feasible by type of vulnerability and as a proxy measurement of the impact will assume that any increase in the participation is a result of the introduction/use of new service models and technical solutions | 0 | 20% increase |
| Achievement |  | No actual solutions have been envisaged during the reporting period. Methodology for scoping the challenges and bottlenecks has been developed. Development of innovative solutions to take place during Quarter IV |  |
| Comparison  |  | N.A. Note: Since development and application of the new tools will take place in Q IV, which coincides with the envisioned end of the project, monitoring the impact will need to be carried out by PES and SWI. Project team will develop the methodology and a meta definition of the indicator and discuss with the project partners the monitoring arrangements. |  |

**Indicator 4**: Number of unemployed benefiting from job and training opportunities created through local partnerships mobilized under TEP programmes (disaggregated by country and type of disadvantage)

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| --- | --- | --- | --- |
|  | **Baseline 2015** | **Target - April 2017** | **Target - December 2017** |
| Baseline/ Target (planned) | Albania: (Bulashk/Tirana): not available through official administrative recordsKosovo: (Gjakova): 13 406 registered unemployed. Gender disaggregated data not availableFYR Macedonia (Gostivar): 5,856 registered unemployed. Gender disaggregated data not availableBosnia: Srebrenica/BIRAC: 10,640 registered unemployed (men: 5,429; 5,211 women)Montenegro: (Mojkovac): 857 registered unemployed (men: 506; 351 women)Serbia: (Vranje): 7 726 registered unemployed (men: 3,784; 3,942 women) | 0 | Albania: (Bulashk/Tirana): 50 new or formalized jobs created for the vulnerable groupsKosovo: (Gjakova): 120 new jobs created for the vulnerable groupsFYR Macedonia (Gostivar): N.A. due to delay of the baseline analysis of employment potentials, no targets could be set Bosnia: Srebrenica/BIRAC: 60 new or formalized jobs for the vulnerable groupsMontenegro: (Mojkovac): 30 new or formalized jobs for the vulnerable groupsSerbia: (Vranje): new or formalized jobs for the vulnerable groups |
| Achievement |  | The process of assessing local employment vulnerabilities and capacities of local economies for jobs creation has been initiated. Project interventions, which should directly lead to employment shall be implemented in the IV quarter of 2017, upon endorsement of developed TEPs by local authorities and PES offices.  |  |
| Comparison  |  | N.A. |  |

**Output 3:** **Promoting convergence towards EU and global good practice through peer learning and support**

**Indicator 1:** A working group responsible for the development of harmonized regional materials for labour inclusion of vulnerable groups towards EU best practices

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| --- | --- | --- | --- |
|  | **Baseline 2015** | **Target - April 2017** | **Target - December 2017** |
| Baseline/ Target (planned) | Bilateral agreements, but no "live" working group between countries to identify groups and benchmark solutions | Identified members of working group of decision makers from the 6 WB PES set up to define topics and facilitate peer learning exchange (policy clinic and peer to peer) | 1 working group of decision makers from the 6 WB PES set up to define topics and facilitate peer learning exchange (policy clinic and peer to peer) established (at least 12 members coming from 6 WB PESs) Working group members consulted in design of peer exchange methodology and selection of topics for peer exchange |
| Achievement |  | Activities planned for second half of 2017  |  |
| Comparison  |  | N.A. |  |

**Indicator 2:** Number of peer review reports on labour inclusiveness exercises completed by participating organizations

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| --- | --- | --- | --- |
|  | **Baseline 2016** | **Target - April 2017** | **Target - December 2017** |
| Baseline/ Target (planned) | 0 | 0 | At least 2 EU PES representatives involved in review of WB PES country reports 13 country reports 6, one per country and a territory– 2 per country/territory for Albania, Serbia, Kosovo, Macedonia, Montenegro and 3 from Bosnia and Herzegovina 1 technical report with policy recommendation for improvement of inclusiveness services developed and presented |
| Achievement |  | Activities planned for second half of 2017 |  |
| Comparison  |  | N.A. |  |

**Indicator 3:** Number of countries applying policy recommendations from good practices and systematized knowledge products in designing active inclusion programmes;

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| --- | --- | --- | --- |
|  | **Baseline 2016** | **Target - April 2017** | **Target - December 2017** |
| Baseline/ Target (planned) | 0 | 1 country/territory | 4 countries/territory |
| Achievement |  | Activities planned for second half of 2017 |  |
| Comparison  |  | N.A. |  |

**Indicator 4:** # of comparative reports (guidelines, checklists, toolkits) detailing good practices, benchmarks, and common trends on service delivery in the region prepared through peer exchange and policy clinics

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| --- | --- | --- | --- |
|  | **Baseline 2016** | **Target - April 2017** | **Target - December 2017** |
| Baseline /Target (planned) | 0 (No comparative reports available)  | 1 comparative report | At least 2 comparative reports prepared and uploaded to the regional platform |
| Achievement |  | Activities planned for second half of 2017 |  |
| Comparison (e.g. in %) |  | N.A. |  |